



Inspection Report on

Erwhir Care Home

Erwhir Residential Home

29-30

Longacre Road

Carmarthen

SA31 1HL

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

02/10/2024

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About Erwhir Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Towy Haven Care Homes Ltd
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	11th April, 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Erwhir Care Home provides good quality, person-centred care from motivated care staff, with whom people have developed positive relationships. People are treated with dignity, respect and have choice on how they spend their time.

The environment is safe, secure and maintained, with plans for further refurbishments at the service.

The service is effectively led by an accessible and supportive manager, who knows and understands people well. The provider has good oversight of the service with quality assurance systems that focus on continual improvement. The Responsible Individual (RI) consults with people about the service, using their views and experiences to identify improvements to be made at the service.

Well-being

People and their representatives spoke positively about the person-centred care provided. A person using the service told us, *“It is special here. They look after me well”*. People live with dignity and respect and receive appropriate, kind, and caring support from consistent care staff they know. Care workers have effective relationships with people and work alongside them in positive ways. Staff feel respected and valued, which empowers and enables them to nurture others. We witnessed several good-humoured conversations throughout the day and care staff valuing the uniqueness of people at the service. A person using the service told us, *“It is home. It is a happy place because we all make it a happy place”*.

People at the service have as much control over their day-to-day lives as possible. Managers create a home-like environment in which all those in it can feel a sense of belonging and sufficiently ‘at home’ to have freedom of expression. People do the things they enjoy, for example chatting with each other, reading, and engaging in planned activities with the activities co-ordinator. People benefit from a variety of pre-planned activities, community visitors, themed events and there are plans for more trips out. People told us how they had enjoyed a recent Alice in Wonderland themed day. We observed arts and crafts activities and a fun and joyful atmosphere in the communal area.

People are protected from harm. People receive a good standard of care and support from a safe, well-trained and supported care staff team, who are registered with Social Care Wales, the workforce regulator. People are protected from harm by professional staff who know how to raise concerns. People and their representatives know how to raise a complaint and have confidence in this being dealt with by the manager.

The service provides an 'Active Offer' of the Welsh language. People can communicate in Welsh, to Welsh speaking care staff and other people. We observed the service facilitates purposeful and meaningful incidental interactions in Welsh where staff do not speak Welsh.

Care and Support

People are happy with the care and support they receive at the service. Care staff are sensitive to people's individual needs and provide appropriate reassurance and assistance. Staff are encouraged and supported to get to know people well. We saw many encouraging and friendly interactions between people who live and work at the home. We saw people content and comforted in their interactions with staff. A person using the service told us, *"They are marvellous here. I wouldn't be anywhere else"*.

The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. Personal plans are written with people supported by the service where possible. Plans are reviewed in a timely manner and updated when changes are identified.

People receive care and support from care staff who are committed, kind and caring. Care staff provide individual support to people as detailed in their personal plans and promote continued independence as much as possible. We were told that the service does not use agency staff, valuing familiar and consistent staff to develop relationships with people they support. Care staff are knowledgeable about the people in their care and are empathic and patient in their approach. A person using the service told us, *"I can't speak highly enough about them [the staff]. They are special"*. There are plans to enhance 'This is Me' documentation for each individual and this will provide additional information about what and who is important to the person. A care worker will be spending time with people and their families to write these. Written information about people's capacity to make decisions, decisions made in their best interests and deprivation of liberty safeguards applications are stored appropriately. A member of care staff told us, *"People tell us they are happy so I really hope they are. It is what we are trying to achieve"*.

People's physical health and wellbeing is promoted. Care records show people receive support to access social and health care professionals when needed. The service understands people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible.

People are protected from harm and abuse. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Effective arrangements are in place for the safe management of medication within the service. Medication is stored safely and care staff complete medication records accurately. We saw management swiftly and appropriately address identified issues. Medication audits are completed regularly, and controlled drugs are recorded and stored safely.

Infection prevention and control procedures are good. Care staff have access to personal protective equipment (PPE) if required.

Environment

The home is welcoming, comfortable, clean and well-maintained. People at the service benefit from a communal lounge and separate dining area. Photographs and items of importance to people are displayed around the home, promoting a sense of togetherness and belonging. People can choose where they would like to spend their time, such as the main lounge to chat and engage in activities with other residents, or their own rooms. This gives sufficient space at the service for people to socialise and have the choice of privacy. People's rooms can be decorated to people's personal preferences and interests. Some individuals have photos of loved ones and interests on display. Visiting is unrestricted and people can meet with their family members whenever they want at the service.

People benefit from a safe and secure environment. Appropriate arrangements are in place to ensure risks to people's health and safety are identified and addressed. Records show monitoring checks are carried out around the home to identify and address issues promptly. The service has maintenance staff with arrangements in place for ongoing maintenance of the service. We were also told of further refurbishment plans for the home, including plans to uplift the external environment. People are safe from unauthorised visitors entering the building, with visitors having to ring the door to gain access to the service. The service has a current Food Standards Agency (FSA) rating of 5, which means hygiene standards are very good. A choice of meals are freshly prepared at the service, based on people's preferences. The service promotes hygienic practices and manages the risk of infection.

Regular checks of the fire alarms take place at the home and staff are trained in fire safety. Fire drills and fire alarm checks are conducted within the required frequency. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency.

Leadership and Management

The service has an up-to-date statement of purpose (SoP) which details the range and nature of the support available to people. The SoP is reflective of the service people receive.

The service has beneficial quality assurance arrangements in place. Effective oversight ensures a good-quality service, focussed on meeting the needs of individuals and promoting their wellbeing. The RI visits the service, spends time talking to people and uses the experiences of people to improve the care and support provided. Care staff demonstrate a commitment and compassion to those they support which is highly appreciated by the management team. A member of care staff told us, *“They really make us a team and that is why it works I think”*.

The manager is suitably qualified for the role and registered with Social Care Wales (SCW), the social care workforce regulator. They know people well and demonstrate commitment to providing a good quality service. They ensure effective day-to-day management and oversight of the service takes place. Care staff told us management are approachable and always there to help or provide guidance when required.

Throughout our inspection, we saw sufficient care staff on duty to support people. The service has good arrangements in place for the safe recruitment of staff. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales. Staff personnel files contain information required by Regulations to ensure they are safe and fit to work at the service.

Newly appointed care staff complete an induction programme which includes training and shadow shifts to ensure they can perform specific care tasks. Care staff training records indicate care staff have access to training opportunities, and overall care staff have completed an appropriate level of training. A member of care staff told us, *“The training is good and we have these ‘hot topics’ every month which are usually something useful for what is happening.”*

Care staff are provided with support through supervisions, though we observed an open-door policy where care staff are encouraged to discuss people’s needs swiftly, ensuring the continued provision of good-quality care. A member of care staff told us, *“[The manager] is great. I would go to her if I had any issues”*.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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